



## Customer Service Center Call Menu

**(877) 638-3472 (effective January 26, 2012)**

The following script is currently in effect when callers dial the Customer Service Call Center telephone number above. Please use this script to assist you in choosing the appropriate options.

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Thank you for calling HP Enterprise Services Nevada Medicaid Administration. To ensure quality assurance, your call may be monitored or recorded. Please listen carefully as our menu options have changed. If you are a Nevada Medicaid **Recipient**, please press **1**. If you are a Nevada Medicaid **Provider**, please press **2**.

*If 1 is pressed (Recipient):*

- For English, press 1. Para español, oprima numero dos.
  - *English (pressed 1):* If you are a recipient calling about Medicaid eligibility, Medicaid benefits or Managed Care HMO changes, please listen for the following options. For persons living in northern Nevada, please call (775) 687-1900. For southern Nevada, please call (702) 668-4200.
  - *Español (pressed 2):* Si usted es un recipiente y necesita información sobre su elegibilidad, beneficios de Medicaid o necesita asir un combo de HMO por favor escuche los siguientes opciones. Para el Norte de Nevada por favor llamar al (775) 687-1900. Para el Sur de Nevada por favor llamar al (702) 668-4200.

*If 2 is pressed (Provider):*

- If you are calling with **Pharmacy** questions: for technical questions\* please call (866) 244-8554 or for clinical questions\*\* please call (855) 455-3311. If you are calling regarding **Health Care Management prior authorization** or PASRR questions, please call (800) 525-2395.
- If you are a provider and wish to speak to a Spanish-speaking agent, please press 1 (*caller is connected to a Spanish-speaking agent*).
- If you are calling to verify **Recipient Eligibility**, please press 2.
  - *If 2 is pressed:* To verify recipient eligibility, please use the EVS online system, or verify by calling (800) 942-6511.
- To verify or inquire about **Claim Status**, please press 3.
  - *If 3 is pressed, the caller is connected to a claims agent:* Claim status inquiries should be made by calling (800) 942-6511 or through EVS on the website [www.medicaid.nv.gov](http://www.medicaid.nv.gov) under providers. If you need to speak with a member of our call center, please have your NPI, or API, recipient's Medicaid ID and Date of Service for claim available.
- For **Electronic Billing (EDI)** questions, please press 4 (*caller is connected to an EDI agent*).
- If you are calling to inquire about **Provider Training**, please press 5 (*caller is connected to provider training voicemail*).
- If you are calling regarding **Provider Enrollment**, please press 6 (*caller is connected to provider enrollment agent*).
- For questions and assistance with the **Provider Web Portal**, please press 7 (*caller is connected to a Provider Web Portal agent*).

\* This includes billing questions.

\*\*This includes prior authorization questions.